

**Goal: COMMUNITY BUILDING**

**Department: CHIEF ADMINISTRATIVE OFFICER**

**Program Strategy: OFFICE OF CITY CLERK**

39507

To provide professional, efficient service for the general public, all City Departments, and other agencies impartially and in accordance with federal, state, and local laws

**Service Activities**

City Clerk

Records Center

Boards and Commissions

**Desired Community Condition**

High level of community participation in public affairs.

**Strategy Purpose and Description**

The mission of this office is to meet the requirements of federal, state, and local laws governing the custody and preservation of all official City records; administration of the Inspection of Public Records Act; the conduct of municipal elections; the support and staffing of various City Boards, as well as, City Hearing Officers. The commonality of purpose that ties such activities together is that federal, state, or local laws set out all responsibilities of the Office of the City Clerk. The primary clients are city employees, the general public (local, state, and out-of-state) other government entities, hearing officers, and board members. The current state of customer conditions varies as all the boards listed above are assembled and hear cases regularly.

**Changes and Key Initiatives**

None

**Input Measure (\$000's)**

2002	110	110 GENERAL FUND	826
2003	110	110 GENERAL FUND	925

*FY02 amounts are the approved mid-year adjusted amounts and FY03 are proposed amounts.*

Strategy Outcome	Measure	Fiscal Year	Projected	Actual	Notes
Conduct lawful elections by communicating election information to voters; and providing opportunities for all to cast a ballot.	<i>The indicator is measured by the outcome of legal ballots received for a municipal or special election. This figure will be determined by taking the number of legal ballots received and dividing it by the total number of City registered voters</i>	2001		see notes	<i>In FY 01 there were 245,826 registered Ci voters. The number c legal ballots received this office for the May 30, 2001 Special election was 50,610. The outcome of this election was 19.86%</i>
	<i>The indicator is measured by the outcome of legal ballots received for a municipal or special election. This figure will be determined by taking the number of legal ballots received and dividing it by the total number of City registered voters</i>	2002		see notes	<i>In FY 02 there were 235,152 registered Ci voters. The number c legal ballots received this office for the October 2, 2001 Municipal election wa 99,695. The outcome of this election was 42.39%</i>

Strategy Outcome	Measure	Fiscal Year	Projected	Actual	Notes
To ensure the public is well informed of governmental polices and procedures, maintain and preserve accessible public records and communicate municipal election information to voters.	<i>Our first measure is the total number of inspection of public records requests received by interested parties of our community.</i>	2003	see notes		<i>Data will be collected of July 1, 2002</i>

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Fiscal Year</i>	<i>Projected</i>	<i>Actual</i>	<i>Notes</i>
To ensure the public is well informed of governmental policies and procedures, maintain and preserve accessible public records and communicate municipal election information to voters.	<i>The measure is the outcome of legal ballots received for a municipal or special election. This figure will be determined by taking the number of legal ballots received and dividing it by the total number of City registered voters.</i>	2003	see notes		0

### ***Priority Objectives***

**Goal:** COMMUNITY BUILDING  
**Parent Program Strategy:** OFFICE OF CITY CLERK  
**Department:** CHIEF ADMINISTRATIVE OFFICER

**Service Activity:** City Clerk

3951000

**Service Activity Purpose and Description**

The City Clerk is the Chief Records Custodian of the City of Albuquerque. The office is responsible for the storage and disposition of specified records and documents for the City. Furnishing copies of municipal records upon request accurately, efficiently and objectively is a primary concern. Various City Ordinances have set out services to be provided by the City Clerk staff because of the un-biased atmosphere found in this office. The City Clerk is also charged with conducting legal, fair, honest and open municipal elections. The current state of customer conditions is excellent. All customer conditions are addressed as they arise with the primary focus on accuracy, efficiency and promptness.

**Changes and Key Initiatives**

FY 03: Implement online reporting and disclosure of campaign finance activity by all candidates and current elected City officials. The general public will have access to the site through the internet and may choose from a variety of reporting options.

**Input Measure (\$000's)**

2002	110	110 GENERAL FUND	271
2003	110	110 GENERAL FUND	326

*FY02 amounts are the approved mid-year adjusted amounts and FY03 are approved amounts.*

**Strategic Accomplishments**

FY/02: Conduct a training for those responsible for Inspection of Public Records Requests and Records Retention Management for all the departments within City of Albuquerque.

FY 02: As mandated by City ordinance the Office of the City Clerk has developed a lobbyist registration form for any individuals wishing to lobby in the City of Albuquerque. The completed forms are posted on the City of Albuquerque website within one week of registration.

<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
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Contracts Processed	2001		1296	
	2002	1296	1131	
	2003	1296		

<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
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Executive Communications Processed	2001		216	
	2002	216	289	
	2003	216		

<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
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Public Openings of Capitol Bids	2001		35	
	2002	35	38	
	2003	35		

<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
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Published Ordinances	2001		41	
	2002	35	44	
	2003	35		

<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
Published Resolutions	2001		138	
	2002	103	104	
	2003	103		
<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
Requests for Bids	2001		161	
	2002	165	128	
	2003	161		
<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
Requests for Proposals	2001		40	
	2002	40	39	
	2003	40		
<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
Research Requests	2001		1262	
	2002	1,183	1350	
	2003	1,183		
<b>Quality Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
Voter turnout for each municipal election	2001		see notes	In FY 01 there were 245,826 registered City voters. The number of legal ballots received by this office for the May 30, 2001 Special election was 50,610. The outcome of this election was 19.86%
	2002		see notes	In FY 02 there were 235,152 registered City voters. The number of legal ballots received by this office for the October 2, 2001 Municipal election was 99,695. The outcome of this election was 42.39%
Voter turnout for each municipal election.	2003	see notes		There will not be an election in FY 03

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**Service Activity:** Records Center

3952000

***Service Activity Purpose and Description***

The Records Center stores and preserves the official records of the City of Albuquerque. State rules and regulations specify times and conditions for document storage, retention and destruction. State law also sets out requirements for the converting and processing of permanent documents.

***Changes and Key Initiatives***

The Record Center will begin converting it's current Micrographics system to a digital format in FY 03. This conversion will consist of scanning documents and retaining them on the City's Filenet System. This system will allow for easy access by all City departments of documents retained at the Record Center.

***Input Measure (\$000's)***

2002	110	110 GENERAL FUND	444
2003	110	110 GENERAL FUND	475

***FY02 amounts are the approved mid-year adjusted amounts and FY03 are approved amounts.***

***Strategic Accomplishments***

Develop a Record Management Plan which details the functions of the Record Center.

<b><i>Output Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
Documents/plans microfilmed	2001		929,121	
	2002	1,000,000	1,207,991	
Documents/plans microfilmed				
Documents/plans microfilmed	2003	1,000,000		

<b><i>Quality Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
% reshots	2001		0.1%	
% reshots	2002	0.1%		
	2003	0.1%		

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**Service Activity:** Boards and Commissions

3954000

**Service Activity Purpose and Description**

The Boards and Commissions Office provides a variety of services to all City employees and the general public. The staff offers support to the Labor Management Relations Board, the Personnel Board, the Board of Ethics, the Grievance Resolution Committee, and the Hearing Officers. Hearings and appeals addressed by City Ordinances include but are not limited to: water, housing, water waste, vehicle seizures, towing, liquor dispenser applications and permits.

**Changes and Key Initiatives**

FY/02 Proposed: To implement an ordinance which will allow for the charging of a \$50.00 fee for administrative hearings, requested by the general public.

FY 03: The certification of an additional tape monitor will allow for simultaneous hearings conducted by this office.

**Input Measure (\$000's)**

2002	110	110 GENERAL FUND	111
2003	110	110 GENERAL FUND	124

*FY02 amounts are the approved mid-year adjusted amounts and FY03 are approved amounts.*

**Strategic Accomplishments**

<i>Output Measures</i>	<i>Fiscal Year</i>	<i>Projected</i>	<i>Actual</i>	<i>Notes</i>
Board of Ethics	2001		5	
	2002	8	3	
Board of Ethics	2003	8		
<i>Output Measures</i>	<i>Fiscal Year</i>	<i>Projected</i>	<i>Actual</i>	<i>Notes</i>
Class I Grievance	2001		20	
	2002	20	8	
Class I Grievance	2003	20		
<i>Output Measures</i>	<i>Fiscal Year</i>	<i>Projected</i>	<i>Actual</i>	<i>Notes</i>
Grievance Resolution Committee hearings	2001		33	
	2002	31	16	
Grievance Resolution Committee hearings	2003	18		
<i>Output Measures</i>	<i>Fiscal Year</i>	<i>Projected</i>	<i>Actual</i>	<i>Notes</i>
Labor Board hearings	2001		23	
	2002	23	13	
Labor Board hearings	2003	23		

<b><i>Output Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
Lodgers Tax appeal	2001		3	
	2002	3	1	
Lodgers Tax appeal	2003	3		
<b><i>Output Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
Personnel Board hearings	2001		8	
	2002	8	4	
Personnel Board hearings	2003	8		
<b><i>Output Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
Section 8 Housing appeal	2001		8	
	2002	5	9	
Section 8 Housing appeal	2003	5		
<b><i>Output Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
body art studio revocation	2001		1	
	2002	1	1	
body art studio revocation	2003	1		
<b><i>Output Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
liquor license hearings	2001		81	
	2002	81	79	
liquor license hearings	2003	81		
<b><i>Output Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
towed vehicle appeals	2001		0	
	2002	3	6	
towed vehicle appeals	2003	1		
<b><i>Output Measures</i></b>	<b><i>Fiscal Year</i></b>	<b><i>Projected</i></b>	<b><i>Actual</i></b>	<b><i>Notes</i></b>
vehicle seizure hearings	2001		235	
	2002	235	328	
vehicle seizure hearings	2003	235		

<b>Output Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
waste water appeal	2001		16	
	2002	15	34	
waste water appeal	2003	15		

<b>Quality Measures</b>	<b>Fiscal Year</b>	<b>Projected</b>	<b>Actual</b>	<b>Notes</b>
State and local laws control quality measures. City ordinances set out the number of hours or days within which to conduct a hearing or hold a meeting. Notification of hearings/ meetings is controlled by the State Open Meetings Act. The quality measure of this activity should be "0" as any failure to meet deadlines or fulfill commitments is a violation of state and local laws.	2001			
	2002	100%		
	2003	100%		